

MEMO



To: Alex Adams, Administrator DFM

From: Jani Revier, Director

Date: June 10, 2020

Re: CFAC Funding Consideration

Thank you for setting aside \$10 million for the Department of Labor. The funding is being used to pay salaries and overtime as we increase the staff who are working on the unemployment insurance program. The funding has also allowed Labor to hire a call center to answer incoming calls.

More than 145,000 Idaho workers have filed an initial claim for unemployment benefits since the start of the pandemic - almost 2.5 times the total number of initial claims filed in all of 2019. This has resulted in a significant increase in the number of people contacting Labor.

Last week the call center opened with 30 agents and was overwhelmed with calls. We have already added 20 agents and after a full week of counting unique calls we know the 50 agents will not be able to answer all the incoming calls. If we add 50 more agents, we will be at 100 and should be in a position to answer the calls with wait times decreasing over time. Our contract stipulates additional agents can be brought on at a rate of \$8,300 per agent.

I am requesting CFAC consider allocating an additional \$3 million to allow Labor to expand our call center contract.